

Minutes: Consolidated Billing Subcommittee Meeting

Thursday, April 19, 2000 – 9:00 a.m. to 4:00 p.m – 400 North Fifth Street, 2nd Floor.
Arizona Public Service Company - Phoenix, Arizona 85004

Topic	Lead	Outcome	Att.
1 Welcome, Intro, Sign-In	Shirley Renfroe	Chairperson Shirley Renfroe, APS, addressed the group and delivered opening remarks. Subcommittee members in attendance introduced themselves. Attendance was taken (Attachment 1).	1
2 Review minutes from Consolidated Billing Subcommittee Meeting (April 6, 2000)	Shirley Renfroe	Subcommittee members reviewed their copies of the April 6, 2000 minutes that were distributed at the meeting. No changes were made.	
3 Updates from chair and policy meetings.	Shirley Renfroe	<p>Ms. Renfroe conducted a discussion that updated subcommittee members on the most recent chair and policy meetings.</p> <ul style="list-style-type: none"> - Janie Mollon, New West Energy, reported that there was some discussion at the Chair meeting that revolved around the proposed waivers on billing line items and UMI. - Rene Castillo, SRP, observed that there was some lack of coordination as to what is in the ACC rules versus what is in the ACC operating procedures. Ms. Castillo went on to inform members that the ACC will develop a package that explains the differences between rules and operating procedures. - Ms. Renfroe reported that ACC Staff was briefed on draft reports at the prior day's Policy Subcommittee meeting. Ms. Renfroe informed members that Deb Scott, Director, ACC Utilities Division, had advised the PSWG to try and recommend as many rule revisions as possible before November of this year. 	
4 Review/Discussion of Master Issues List (Attachment 2)	Shirley Renfroe	<ul style="list-style-type: none"> - During a discussion on the Interim Cancel/Re-Bill Process for ESP Consolidated Billing, TEP representatives Judy Taylor, Debbie Diaz and Denise Germaine informed members that their organization could not speak to the issue until tests for passing information on their system (scheduled for 4/20/00) were completed. - Ms. Renfroe explained that, because the APS Cancel/Re-Bill process is manual, APS's method is to flag the 810 in order to let ESP's know that a separate report file on Cancel/Re-Bills will be forwarded. In regard to the APS method, Ms. Mollon stated that she would prefer that such a report be made available by either posting it on a web site or e-mailing it. Ms. Renfroe stated that the separate report file, which would be sent to the ESP on the same transaction date, would match up with the 810 and would cut down on phone calls between ESPs and APS billing. - Members discussed the Billing Exception Notice (BEN) Process. During the discussion Marilyn Ferrara, APS Energy Services stated that she believed that a change may be needed in the ACC rules in order to provide more time to validate meter reads in order to prevent excessive re-billing. - After reviewing Attachment 4 of the 4/06 minutes, which flow-charted the BEN process, Ms. Mollon agreed to revise the document and send it out to members for their review. - During a review and discussion of the business process for ESP consolidated billing, Anne Cobb, TRICO, asked that all entries for TRICO be coded as N/A. 	2

Subcommittee members discussed and reviewed the resolved items appearing on the Master Issues List (Attachment 2):

- Issue #16, will ESP's be required to remit charitable contributions;
- Issue #19, transmission of bill estimation reasons from UDC to ESP;
- Issue #23, customer deposits; and
- Issue # 58, bill inserts related to mandated regulatory messages.

The following issues were discussed by members and remain on the list as pending:

- Issue #7, rebate/re-bill;
- Issue #24, troubleshooting timeframe on UDC estimated bills;
- Issue #43, regulatory requirements involving charitable contribution;
- Issue #57, how will ACC handle consolidated billing disputes, and
- Issue #72, how will adjustments be handled on the 810.

The remainder of the meeting was used to make revisions to the draft of the Subcommittee's report. Ms. Sorensen, Facilitator, City of Mesa, offered her expertise as a technical writer in assisting members with the revisions. Input and suggestions were offered by all of the members in attendance including Dan Laos of AEPCO, Wendy Brubaker, Excelergy, Jacquelyn Cook, AEPCO, Gene Slechta, SRP, Darrel Pichoff, K.R. Saline & Associates, Stacy Aguayo, APS, Bill Rigsby, ACC, and Stacy Smith, APS. Members were advised that this would be the last opportunity to make changes to the report before it is made public. Ms. Mollon agreed to e-mail the revised draft to members for their final comments by Friday.

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5	Items for Next Meeting	Shirley Renfroe	Any plans for a future meeting will be announced at the large group meeting scheduled for May 3, 2000 in Mesa. An agenda will be sent out to members after May 3, if a meeting is scheduled.
6	Feedback of meeting from Subcommittee	Shirley Renfroe	The overall mood of the remaining members in attendance was positive.
7	Adjourn	Shirley Renfroe	Ms. Renfroe adjourned the meeting at 4:10 p.m.
8	Personal Note	Stacy Scarbrough	Stacy Scarbrough, APS, was married on Saturday, April 15. Her new name, as it appears in the minutes and in Attachment 1, is Stacy Smith. Congratulations to the bride and groom from all of the subcommittee members